

Before the

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Docket No. UT-050814

VERIZON COMMUNICATIONS INC.

AND

MCI, INC.

**RESPONSE TO PUBLIC COUNSEL
RECORD REQUISITION NO. 3**

November 15, 2005

Docket No. UT-050814
Verizon Response to Public Counsel Record Requisition No. 3
November 15, 2005

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RECORD REQUISITION NO. 3:

- a. Does the Company compensate customers for missed appointments for installations?
- b. Does the customer have to ask for compensation?
- c. What is the amount of compensation for business and residential customers?

Response:

- a. Yes.
- b. No – Customers may receive credits even if the customers themselves do not request it.
- c. Business \$100
Residence \$25.

Prepared By: James Miggans

Date: November 14, 2005

Witness: Carl Danner